2000/01 Public Service Employee Relations Commission annual report

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Letters

June 2001

The Honourable Garde B. Gardom
Lieutenant-Governor of British Columbia

May it please Your Honour:

It is my pleasure to table the Annual Report of the Public Service Employee Relations Commission for the last full fiscal year of the previous administration ending March 31, 2001, fulfilling my obligation as the Minister Responsible for the Public Service.

Sandy Santori
Minister of Management Services

June 2001

Minister of Management Services

Minister:

I hereby submit the Annual Report of the Public Service Employee Relations Commission as prepared by my predecessor for the period of April 1, 2000 to March 31, 2001.

Vince Collins
Commissioner and Deputy Minister
Public Service Employee Relations Commission

2001

annual report

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Message from the Commissioner

The Commission embarked on the new millennium with an ambitious agenda and had a productive and successful year of achievements. We focussed our work in three main areas.

First, we looked for ways of improving the effectiveness and efficiency of our policies, processes and systems to meet the human resource management needs of the public service, both now and in the future. As you read this annual report, you will see numerous examples of such initiatives. For example, our move to electronic posting of jobs, which is updated daily, increases the responsiveness and accessibility of our recruitment efforts while reducing costs. Our development of a Web-based, common manual for payroll processing in ministries has streamlined and standardized the system and clarified the role of human resource and finance staff in payroll administration. Our new process for working with a cross-government team of human resource professionals to identify areas where services can be improved in six months or less has proven very effective.

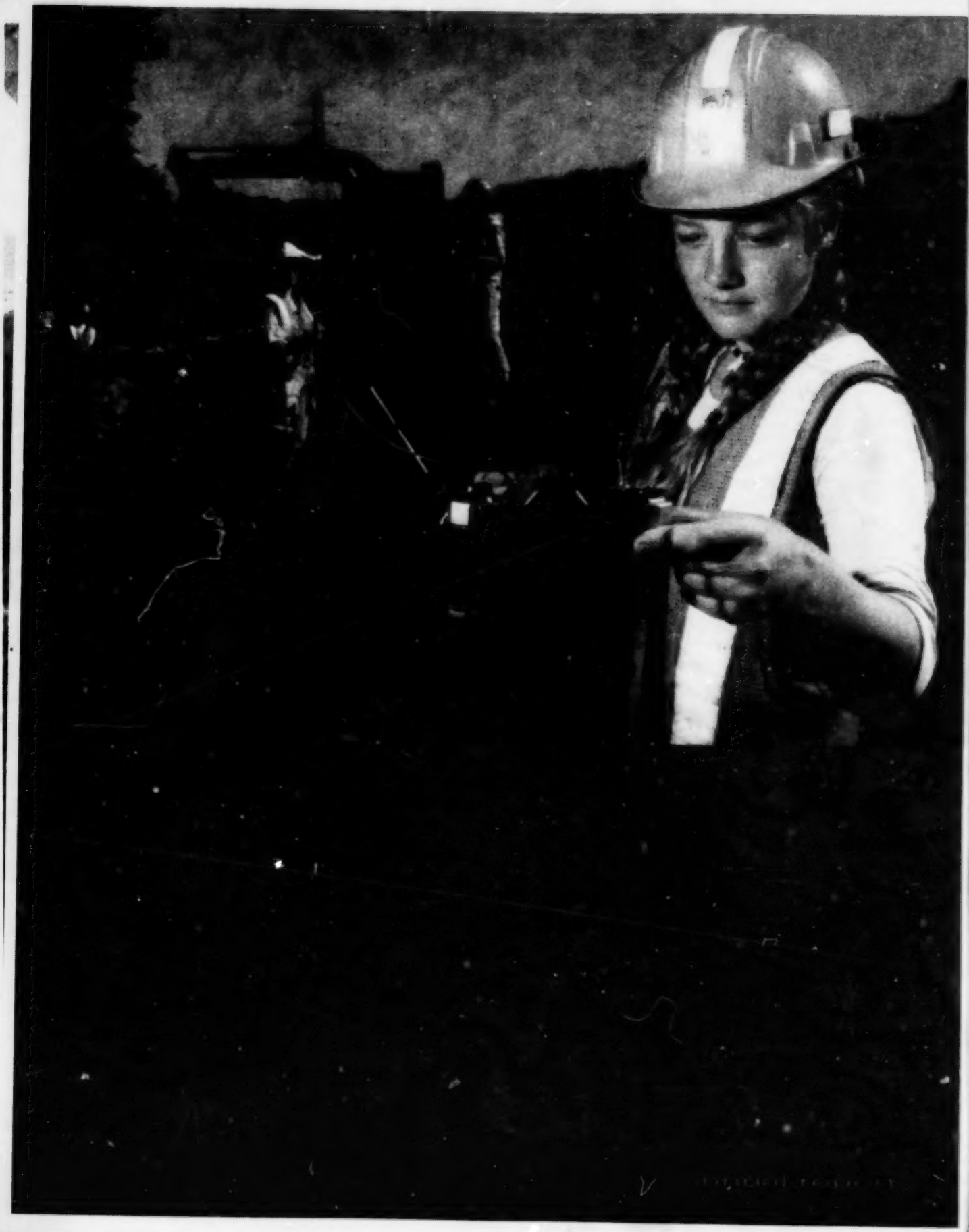
Secondly, the Commission undertook a range of initiatives that are aimed at making the public service of B.C. an employer of choice, an important goal as the public service competes in an increasingly competitive market for talent. Employee recognition programs were expanded and strengthened. Three highly successful Public Service Awards ceremonies were held, bringing to 1,500 the number of individuals recognized by their colleagues since the program's inception. A first of its kind employee survey was conducted to ask employees — past, present and prospective — what they look for in an employer and how the B.C. public service measures up. Work has begun on a one-stop, Web-based system for finding out about career opportunities in the B.C. government.

Finally, we worked to build strong, respectful and collaborative relationships with ministries and other agencies involved in human resource management in order to focus our collective efforts on solving problems rather than managing conflicts. A number of enhancements were made to the Commission's Web site this year to make more information available about policies, programs and new developments. A professional and effective bargaining team was assembled from across government to represent the employer in negotiations with the major public service unions. Inter-ministry advisory committees were established or enhanced in the areas of employee learning, classification, and equity and diversity. A best practices initiative was launched jointly with the Executive Financial Officers Council. Partnerships with the Directors of Human Resources resulted in an impressive number of accomplishments in the areas of outreach recruitment, pension services and streamlining.

It has been both an honour and a pleasure to be the Commissioner during this year. This experience culminates my 26-year career in the B.C. public service that is now coming to a close. Throughout my career, I have had wonderful opportunities to grow, learn and contribute. I have a deep and abiding respect for the people in the Commission and across the public service who work each day to make our lives better.

Valerie Mitchell

Commissioner



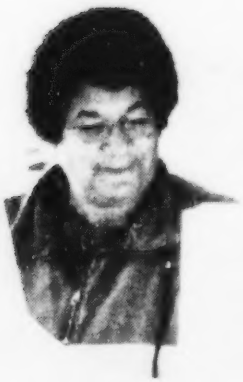
Achievements in 2000/2001

The 200 staff at the Commission provided a wide variety of human resource services in 2000/2001. The following is a sample of their achievements:

- The Commission successfully ran a $1.6 billion gross payroll.
- A renewed collective agreement was successfully negotiated with the BCGEU, the largest bargaining unit in the public service, covering 31,000 employees. This agreement will be in effect for the next three years. Agreements were also negotiated with the Professional Employees' Association and the B.C. Ambulance Service.
- Almost 9,000 employees received recognition during the first full year of the Public Service Awards and Staff Appreciation Awards programs. The number of employees receiving formal recognition for innovation or excellence has increased from about one per cent of the public service annually to more than 20 per cent.
- Nearly 1,400 youth were hired under the government co-op and youth employment programs. This was the third consecutive year of the Youth Hire Program.
- Postings for all jobs are now electronic and updated daily, enabling the public and employees to have current information on job opportunities.
- The Commission supported a Deputy Ministers' retreat to address critical human resource issues. This indicates an increased emphasis on the importance of human resource management in government.
- Employee opinion research was conducted to provide a baseline for new recruitment and retention strategies. This was the first comprehensive employee survey of B.C. public servants. The results indicate that most employees have a positive perception of government work, but significant work is needed in some areas.
- A pre-employment job coaching service was successfully piloted. People seeking employment in the public service were provided with guidance on employment opportunities and pre-employment skills development.
- Average length of BCGEU Long Term Disability claims has been reduced by about three months, resulting in $2.5 million savings on costs for 2000, and $12 million annually in future savings.
- The Commission delivered training to 700 supervisors and managers on managing absences, and there has been a resulting drop in absenteeism.
- A new disability management model was developed and successfully piloted with the Ministry of Social Development and Economic Security. It focuses on improving employee health through early problem identification and resolution.
- A new WCB claims management program was implemented. The Commission now represents ministries on all WCB claims appeals and claims management for designated special programs.
- The Corporate Human Resource Information and Payroll System (CHIPS) is being upgraded to a fully Web-enabled application. This will provide a foundation for the future delivery of human resources services. Implementation is scheduled for November 2001.
- The Applicant Inventory System was enhanced. Improvements include easier navigation, a re-designed resume page, and the ability for applicants to receive application confirmation by e-mail.

Public Service Employee Relations Commission annual report

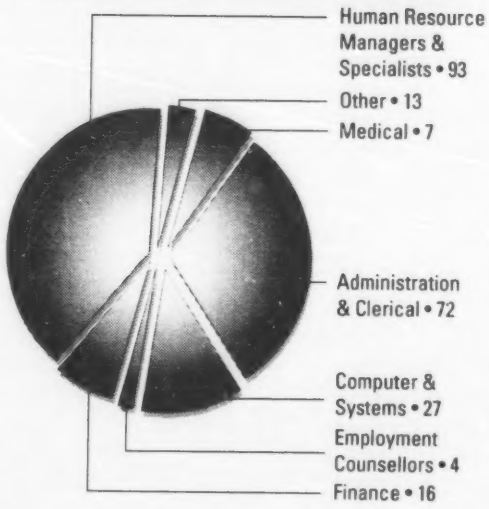
Commission at a Glance



Branches

	No. of Employees
Payroll Operations & Information Management	49
Labour Relations	23
Employee Learning Services	20
Classification & Organization	18
Staffing	15
Government Employee Health Services	13
Policy, Planning & Workplace Innovation	13
Safety, Workers' Compensation & Benefits	11
Corporate Services	10
Illness & Injury	9
Systems	8
Employee & Family Benefits	7
Commissioner's Office	5
Equity & Diversity	4
Total	**205**

Type of Work


Human Resource Managers & Specialists • 93
Other • 13
Medical • 7
Administration & Clerical • 72
Computer & Systems • 27
Employment Counsellors • 4
Finance • 16

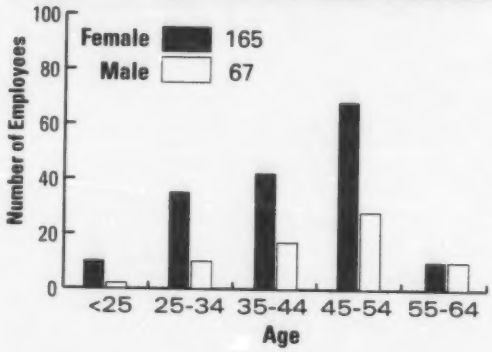
Representation of Equity Groups

	% of BC Pop.	Regular %	Auxiliary %
Women in Senior Management	36	20	-
Women	56	67	76
Visible Minorities	13	13	24
Aboriginal	3	2	<3
Persons with Disabilities	6	5	<3

Location of Work

Location	Employees
Kamloops	2
Port Coquitlam	1
Vancouver	7
Victoria	222
Total	**232**

Age & Gender



Mandate of the Commission

VISION

The Commission's vision is for a public service that is:
- dedicated to providing quality affordable programs and services to British Columbians;
- non-partisan and respected for its attitudes, knowledge and skills;
- representative of the diversity of the province; and
- a preferred Employer that attracts and retains people with talent and commitment.

MISSION

The Commission's mission is to provide leadership and service in human resources management to assist the public service to effectively deliver programs and services to British Columbians.

VALUES

The Commission will ensure its actions contribute to a public service that is:
- professional and impartial;
- focused on delivering quality service to British Columbians; and
- representative of the public it serves.

The Commission values a public service workplace that:
- supports and welcomes diversity;
- encourages and implements innovative ideas;
- promotes teamwork and co-operation;
- supports continuous learning on an individual and organizational basis; and
- provides a healthy, respectful and safe work environment.

In serving its clients, the Commission will:
- conduct its business with integrity and respect;
- be accountable for its decisions and actions;
- provide quality, timely and effective service; and
- be responsive to the needs of ministries and agencies.

Developing a Professional and Representative Public Service

Staffing and Workforce Adjustment

Overview

The authority to hire under the *Public Service Act* rests with the Commissioner, while individual ministries carry out the actual hiring. The Commission develops hiring standards and policies, and works with ministries and agencies on staffing approaches and appeals of staffing decisions to the Public Service Appeal Board.

The Commission is responsible for ensuring that the principle of merit is applied in recruitment and selection of employees and assisting ministries with workforce adjustment initiatives.

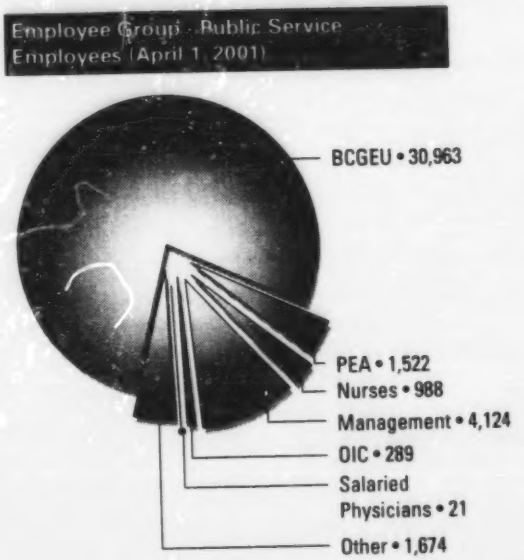
The Commission publishes Postings, a description of vacant positions in the public service, on its Web site www.gov.bc.ca/pserc. It also co-ordinates all outside advertising activities related to staffing.

The three Recruitment Access Offices in Vancouver, Victoria and Prince George provide one-stop application and referral service for entry-level, auxiliary and other designated positions. The offices reduce the workload and duplication of effort in ministries, resulting in improved services and better access for members of the public who are looking for government jobs.

Year in Review

The Commission is streamlining recruitment and selection processes to become more efficient and responsive to operational needs in a changing environment.

There were 2,839 competitions posted, covering 3,184 regular positions, 1,718 of which were in-service and 1,466 out-of-service. An additional 273 temporary competitions were posted, covering 298 appointments.



In November 2000, posting of all public service jobs was moved to an electronic format only. Postings on the Web site are now updated daily. Ministries can send in requests each day rather than waiting for up to two weeks for a printed version. Public and employees always have current information on vacancies.

There were 151 appeals of hiring decisions. There were 20 hearings, covering 26 appeal decisions. Six appeals were granted; 20 denied. The rest were settled without a hearing or through a pre-hearing decision.

Referrals from Recruitment Access Offices (RAOs) resulted in the hiring of 1,235 applicants - 926 in Victoria, 223 in Vancouver and 86 in Prince George. Of these, 275 hires were from employment equity groups (22 per cent of hires). Over 10 per cent of the referrals through the Prince George RAO, which opened in 2000, resulted in hiring aboriginal candidates.

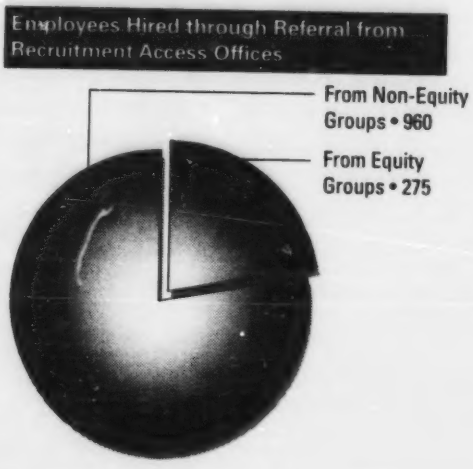
This was the third year of funding for the Public Service Youth Employment Initiative, part of the government's Youth Options Program sponsored by the Premier's Office. There were 1,395 hires under the Co-op and

Youth Employment Programs. The Commission funded 183 of these hires centrally and ministries funded 1,212. Nineteen youth interns were hired for a 48-week term; priority was given to career streams experiencing market shortages. Twenty-five per cent of regular hires throughout the year were under the age of 30.

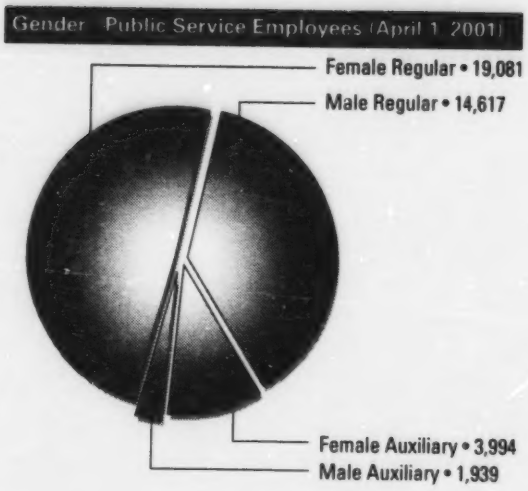
Additional selection standards for clerical positions have been completed so the entire clerical job family now has standards that reflect current job requirements. Revised selection standards were introduced into several other major job families such as Information Technology, Communications and Human Resources.

There were approximately 500 employees in the Ministries of Forests and Environment, Lands and Parks affected by downsizing in 1999 and 2000, 40 more were permanently placed throughout 2000 and 2001, and only 30 still remain to be placed.

Key Activities Planned for 2001/2002



- Develop a government-wide recruitment strategy and marketing plan to portray the B.C. Government as a preferred employer
- Continue the focus on hiring youth through new funding for 2001/02 and develop government-wide youth strategy
- Review application of the merit principle


Gender - Public Service Employees (April 1, 2001)
Female Regular • 19,081
Male Regular • 14,617
Female Auxiliary • 3,994
Male Auxiliary • 1,939

Employment Equity and Diversity

Overview

The *Public Service Act* provides for the recruitment and development of a well qualified and efficient public service that represents the diversity of the people of British Columbia. The Commission assists ministries and agencies by developing and implementing employment equity policies and programs to remove barriers and provide opportunities to traditionally disadvantaged groups. The Commission also assists ministries to evaluate the effectiveness of their efforts and to adjust imbalances in the makeup of their workforce.

Current equity and diversity programs are aimed at four under-represented groups in government — aboriginal peoples, visible minorities, persons with disabilities, and women in non-traditional occupations.

Year in Review

The Commission revised the guidelines for ministry employment equity action plans and progress reports to ensure more measurable outcomes and increased accountability for results.

The three Recruitment Access Offices and the online Applicant Inventory System supported ministries to implement preferential hiring to auxiliary positions of aboriginal persons, visible minorities and persons with disabilities.

The Commission supported the implementation of the Outreach Recruitment Strategy that included:

- participation of Regional Outreach Committees in career fairs;
- development of information packages and presentations;
- promotion of outreach to community organizations and educational institutions; and
- development of a video to promote the public service as an employer of choice.

The Commission provided deputies with semi-annual workforce profile reports on representation of the designated groups in the public service and provided training on analyzing and using this data. Deputies were also provided with examples of "ministry best practices" in employment equity.

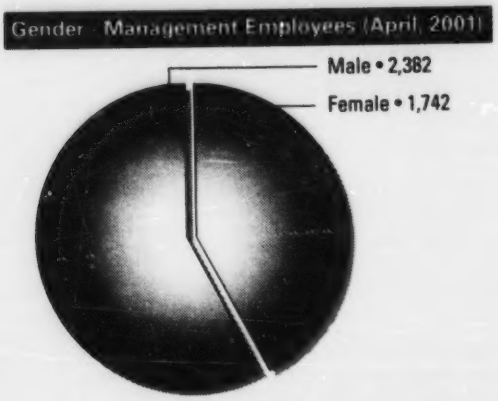
The Commission supported the Union/Management Steering Committee on Employment Equity (UMSCEE) in its review of ministries' 1999/00 progress reports and in the development of UMSCEE's 1999/00 Employment Equity Progress Report.

The Equity and Diversity Internet and Intranet sites were updated and restructured, substantially increasing the amount of information provided.

A new category of "equity and diversity" was added to the Public Service Awards.

The target of 33 per cent for participation of designated group members in the Executive Development Program was achieved.

Commission staff assisted with delivery of Reasonable Accommodation training.



Key Activities Planned for 2001/2002

- Redefine and re-position the public service employment equity program
- Assist in the development of a corporate business case for diversity
- Revise the format and content of the semi-annual workforce profile reports
- Develop recruitment and retention strategies for equity groups
- Update regional data in Outreach Recruitment Directory to facilitate outreach to community organizations serving equity groups
- Ensure integration of equity and diversity strategies into corporate succession plan, human resource strategy, performance management systems and government-wide learning and development programs
- Expand and communicate corporate inventory of "best practices" in employment equity
- Develop core competencies in diversity for use in recruitment and assessment of candidates for management, human resource and communications positions
- Develop a government-wide policy regarding reasonable accommodation

Employee Development

Overview

Employee Learning Services develops and co-ordinates staff learning and career management programs. Employee Learning Services is responsible for:

- promoting the role of learning and career development in government;
- surveying government learning needs and generating annual training plans;
- managing the development, delivery and evaluation of competency-based learning programs, products and services;
- managing the IT Learning Fund;
- providing performance consulting and career counselling services; and
- supporting client organizations and employees during organizational and career transition.

Year in Review

The Commission's Employee Learning Services continued to implement a learning strategy that emphasizes the need for corporate learning and career management programs to support key government strategic directions, complement ministry business needs, and further the development of a progressive learning culture in the public service.

The Commission completed work on competency frameworks for the finance and human resources "communities of practice". The Commission also continued the development of a comprehensive executive development program and an Orientation for Deputy and Assistant Deputy Ministers.

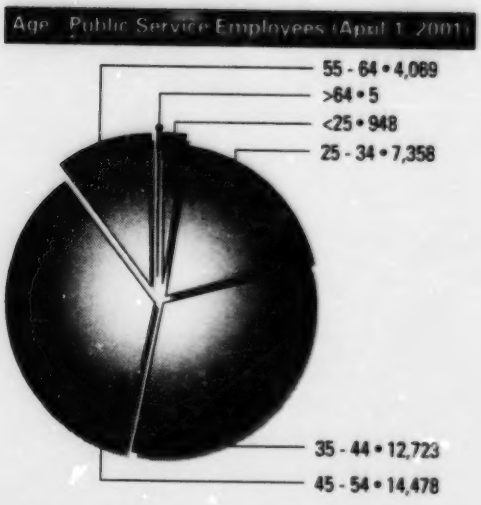
The Mentoring Program was enriched, providing a range of mentoring support services that enabled increased ministry participation, including training for ministry mentoring co-ordinators and executive mentors and access to a mentoring database. Twenty-one learning activities were offered using satellite technology. Through video conferencing, several prominent information technology speakers presented affordable, state-of-the-art briefings to large numbers of information technology professionals.

Employee Learning Services offered 492 courses to 6,408 employees at a cost of $3,127,000. During the year, 38 employees accessed career transition services (including resume preparation, interview coaching, coping with transition, vocational assessments and financial planning).

Key Activities Planned for 2001/2002

The Commission will support a significantly higher level of corporate training and development through a public service learning fund. The fund will support learning in the following priority areas:

- Mandatory Training in Orientation, Equity and Diversity, Occupational Health and Safety, and Harassment and Discrimination Awareness
- Business-Related Training in Supervisory and Management Development, Change and Transition, and "Community of Practice", including Information Technology, Financial Management, and Human Resources



- Developmental Training in Support of Corporate Succession including Executive and Management, and Career Planning and Development

The Commission will foster a learning culture throughout the B.C. government by:

- refining the annual cross-government training needs assessment;
- developing an executive and management leadership strategy for learning and career management;
- working with ministries in managing the Public Service Learning Fund;
- acquiring and sharing "best practices" on the value of continuous learning and learning organizations;
- enhancing the quarterly reports to deputy ministers on corporate learning; and
- continuing work on a range of knowledge management projects to enable knowledge retention and transfer.

The Commission will also:

- enhance existing new employee orientation by expanding the program to include career planning and development;
- continue the development and piloting of a comprehensive, competency-based curriculum for supervisors and managers in partnership with the public education sector;
- expand the curriculum for professionals in finance, informational technology, and human resources and initiate the development of a curriculum for policy and planning professionals;
- improve delivery of learning and development to regions through technology (Web-based e-learning) learning and development programs;

- build alliances with the public sector to achieve common training needs at lower costs; and
- determine the return on investment of training by developing and applying evaluation tools.

Employee Involvement, Recognition, and Innovation

Overview

Three programs encourage employee initiative and creativity in order to improve performance, reduce costs, and increase employee satisfaction.

- Employee Recognition Program provides taxable awards of up to $2,000 per employee for improvements resulting from adopted employee ideas or successful, team-based work process review projects.
- Public Service Awards Program provides awards in a range of categories critical to the success of the public service.
- Staff Appreciation Awards Programs enable fast, nominal recognition for excellent performance.

Year in Review

The Public Service Awards and Staff Appreciation Awards completed their first full year of operation in 2000/2001. As a result, the number of employees receiving formal recognition for innovation or excellence has increased from about one per cent of the public service annually to more than 20 per cent.

In 2000, the Public Service Awards Program held luncheons in Victoria, Kamloops and Vancouver. A total of 124 awards were presented to 1,476 employees.

A video titled Shining a Light on Public Service Excellence was produced, highlighting events at the Public Service Awards in Vancouver. Copies have been distributed to many organizations across Canada, as well as in the U.S. and U.K.

About 1,650 staff appreciation awards are approved each year, which provide recognition for more than 7,350 employees.

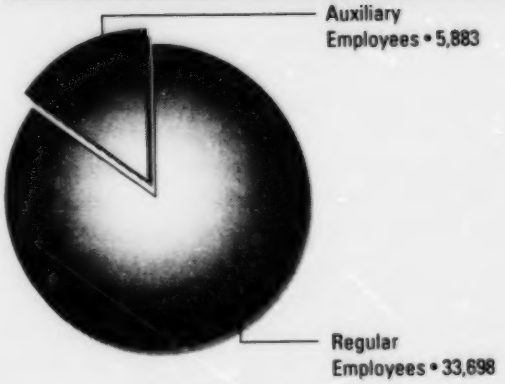
In 2000/2001 the Employee Recognition Program paid awards of $128,000 to 141 employees who were responsible for 60 different improvements that produced over $11 million in net annual benefits (cost savings, revenue, and productivity gains).

The program also contributed over $4.3 million from prior year cost savings and revenue to the Employee Gainsharing Fund, which paid out $152 per full-time public service employee on December 8, 2000.

Key Activities for 2001/2002

- Hold three Public Service Awards luncheons
- Launch a Web-based inventory of innovative practices
- Pilot public service innovation conferences
- Hold Long Service Awards ceremonies at Government House in collaboration with Protocol and Events Branch
- Co-ordinate and promote Public Service Week across government

Size of the Public Service (April, 2001)



Policy, Planning and Workplace Innovation

Overview

The Commission develops, disseminates and implements policies and guidelines related to terms and conditions of employment and the effective management of public service human resources. It prepares draft legislation, regulations and policy directives for the approval of the Minister Responsible for the Public Service.

The Commission provides ongoing policy advice and project support to the human resources community and the Deputy Ministers' Committee on Human Resources.

It provides research, analysis, and advice on human rights, ethics, and standards of conduct.

Year in Review

The impending retirement of large numbers of employees from the "baby boom" generation requires careful human resources planning and innovative recruitment and retention strategies.

The Commission supported a Deputy Ministers' retreat to focus on human resource issues. This retreat was sponsored by the Deputy Ministers' Committee on Human Resources and was the first retreat on human resource issues. Emphasis was on classification, staffing, and innovative work practices to help the public service become an employer of choice. Recommendations resulting from the retreat are now being implemented.

Based on input from over 130 human resource practitioners, the Commission identified areas where human resource services across government can be improved in six months or less. Recommendations from the report are now being implemented.

The Commission conducted employment opinion research to provide a baseline for new recruitment and retention strategies.

A succession-planning template was developed to help ministries define their future staffing needs and create a plan to fill projected future vacancies. Positions that are difficult to recruit were analyzed to help focus succession-planning efforts.

The Commission piloted a pre-employment job coaching service. Potential applicants received guidance on career path direction and pre-employment skill development.

Guidelines for recruitment mentoring were produced to encourage a wider pool of applicants and to promote government as a preferred employer.

Four Human Resource Advisor Trainees were managed by the Commission. The trainees are completing a three-year developmental program to gain training and experience as human resource professionals.

The Commission conducted preliminary planning for a public service diversity strategy, to help government maximize differences between employees to meet business needs.

The Commission prepared a Cabinet submission on strategies to advance employment equity.

Policy preparation, research and analysis included:

- working with TransLink to implement a bus pass program for employees in Vancouver;
- completing several major research projects including background research on human resource issues for collective bargaining and research to establish employer's negotiation position for Crown Counsel bargaining;
- responding to twenty-five research inquiries from other jurisdictions, and completing various surveys; and
- completing two policies including a new pre-adoption leave policy providing which provides leave for people preparing to adopt a child. Three other policies were updated.

Key Activities Planned for 2001/2002

- Review and compare government's human resource processes with other organizations, to identify and implement best practices
- Assess the implications of electronic recruitment
- Develop new learning and development programs for executives, managers and supervisors
- Develop strategic plans for learning in the public service
- Develop a corporate succession planning strategy
- Produce a report on government-wide succession planning statistics and issues
- Review the merit principle in the Public Service Act and regulations
- Provide effective and timely research, policy and planning services to the Commission
- Manage four Human Resource Advisor Trainees (second year of three-year program)
- Provide advice to ministries on ethics, human rights and discrimination prevention
- Promote the reporting of workplace and service delivery innovation and improvements, including the measurement of benefits achieved
- Develop a corporate competency framework
- Draft a corporate human resources management strategy

Establishing and Administering Terms and Conditions of Employment

Labour Relations

Overview

The Commission provides comprehensive negotiation and labour relations services and ensures that government's objectives in negotiation with public service unions and professional associations are met. Direction, advice and support are provided to ministries and agencies on the interpretation and application of collective agreements. The Commission represents the government on matters arising out of collective agreements and employment-related legislation at arbitration and before the Labour Relations Board and other administrative tribunals. The Commission also provides negotiation assistance as required to other public sector employers.

Year in Review

The most significant event for the Commission's Labour Relations in the past year was the preparation for and conclusion of a renewed collective agreement with the BC Government and Service Employees' Union, the largest bargaining unit in the public service.

The new agreement expires March 31, 2004 and provides a general salary increase of 55 cents per hour plus a 15 cents-per-hour equity and gainsharing increase in the first year. In the second year, the agreement provides for a general increase of 2.5 per cent and in the third year, a cost of living adjustment (COLA). Other changes include new language to assist in workforce adjustment of redundant employees and improved parental and pre-adoption leave provisions. In addition, the parties agreed to a number of amendments to the Public Service Job Evaluation Plan to address market compensation issues for hard-to-recruit positions.

Negotiations for a renewed agreement with the Professional Employees' Association are effective from April 1, 2001 to March 31, 2004. The new agreement provides for a general increase of 2.5 per cent in the first year, grid and market adjustments, and a COLA increase in the final year.

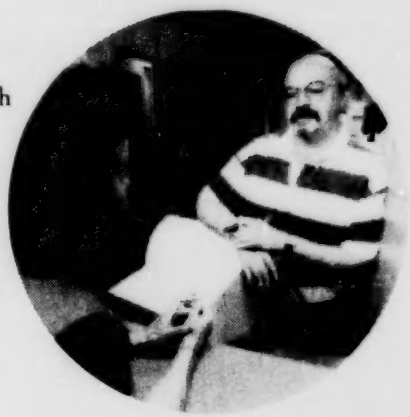
The Commission concluded negotiations on behalf of the BC Ambulance Service for a new collective agreement with the Ambulance Paramedics of B.C., CUPE Local 873. The new agreement runs from April 1, 2000 to March 31, 2005, includes wage increases of 2, 2.5 and 2.5 per cent in the first three years and COLA in the final two years.

Approximately 783 grievances from four bargaining units (BCGEU, Nurses, PEA, and Queen's Printer Council of Graphic Arts Unions) that could not be resolved at the ministry level, were filed at arbitration by the unions. Including previous years' grievances, 861 were routed through the expedited arbitration process utilizing 19 hearing-days in four locations. Twenty-nine expedited arbitration awards were issued. Most of the remaining were settled, withdrawn or adjourned by the parties before the hearings. The Commission was also party to 24 formal arbitration awards.

The Commission continued to provide labour relations specialists to deliver training on Effective Discipline and on Fundamentals of Supervision to supervisors and managers in ministries.

Key Activities Planned for 2001/02

- Prepare for and conclude negotiations with the UPN/ BCNU
- Review the content and delivery of labour relations training



- Review and implement a series of standard reports from the grievance-tracking module of CHIPS
- Continue to represent the government as employer in all dispute resolution forums flowing from the collective agreements
- Provide support and advice to ministries and agencies regarding the interpretation and application of collective agreements
- Continue to develop strategies and support government restructuring and workforce adjustment
- Continue to provide labour relations training and joint union/management training to ministries
- Provide labour relations support to ministries for the transfer of programs and services in or out of the public service
- Provide negotiating assistance to other public sector employers

Classification and Organization

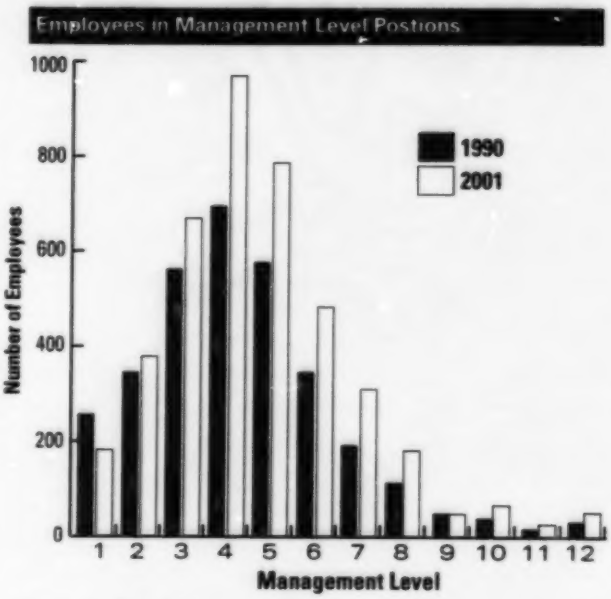
Overview

The Commission develops and maintains job evaluation plans for use across government. It has responsibility for ensuring job evaluation plans are implemented equitably in all ministries and agencies that are governed by the *Public Service Act*.

Job evaluation is a formal process in which management determines the relative value of different jobs within an organization. This relative value determines the appropriate salary.

The Commission is responsible for consultation with bargaining-unit representatives in the construction of job evaluation plans and for the design and implementation of management plans and related compensation administration policy.

Job evaluation authority is vested in the Commission and delegated to designated ministry staff. To accomplish equitable application of job evaluation plans, the Commission trains ministry personnel, monitors applications, and conducts random audits. Inter-ministry teams conduct some job evaluations.



Year in Review

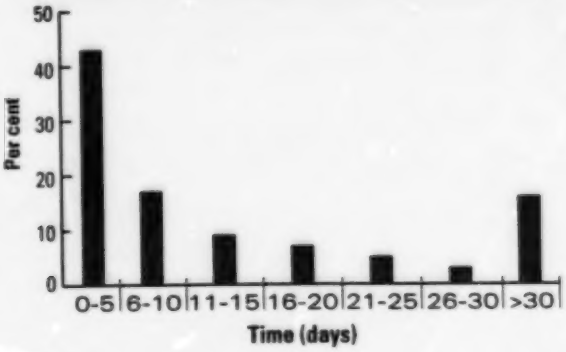
In the area of classification plan development, a new classification plan for government nurses was designed and implemented. The classification plan used to evaluate management positions was approved and implemented. The introduction of the new job evaluation plan covering approximately 30,000 BCGEU bargaining-unit positions was completed.

Over the year, 55 classification appeals were finalized through dispute resolution processes. The Commission completed approvals for 1,700 classification review requests for nondelegated positions. Of these decisions, 80 per cent were completed within 20 calendar days of receipt.

During the year, the Commission participated in several reviews to increase the efficiency and effectiveness of the classification review process. The Commission continued to introduce web-based tools to help improve the work processes that support classification functions within the public service.

In order to address recruitment and retention issues for information technology jobs within the public service, special compensation strategies were developed, approved and implemented. Also, as part of collective bargaining, similar strategies were proposed for a number of other occupational groups.

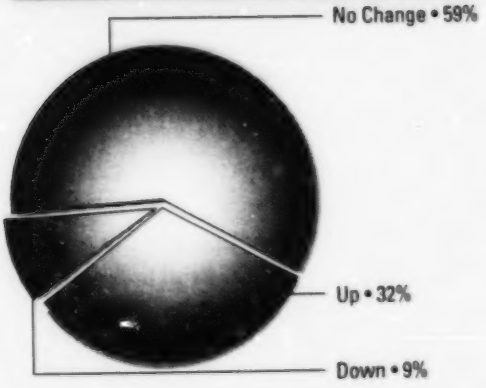
Turnaround Time for Job Classification



Key Activities Planned for 2001/2002

- Continue to develop and enhance the public service's job evaluation plans
- Manage the implementation of job evaluation plan changes in the BCGEU Thirteenth Master Agreement in cooperation with ministry delegates
- Deliver related Internet and training requirements to support the classification plans
- Evaluate job market information and recruitment and retention trends to identify compensation issues.
- Improve and simplify administrative and decision-making processes
- Improve job-classification work processes by maximizing use of technology

Outcome of Job Classification Evaluation (April, 2001)



Employee Benefits

Overview

The Commission is responsible for the development, implementation and management of public service employee benefit plans and programs. These plans and programs cover all eligible employees during active employment, while in receipt of long-term disability benefits and for some benefits after retirement. The Commission manages and administers the plans, develops policy, and negotiates contracts with the insurance companies. The Commission also provides consultative services to the public service and to participating public sector agencies.

Funding for the benefits is recovered as a percentage of payroll from the ministries. Crown corporations, agencies, boards and commissions that participate in these plans pay the costs of the benefits provided to their employees.

Great West Life is the private insurance carrier for Group Life and Long Term Disability, while Pacific Blue Cross is the carrier for Extended Health and Dental plans.

Employee and family benefits include: Group Life Insurance, optional spouse and dependent group life coverage, Air Travel Insurance, Extended Health and Dental Benefits, Deferred Salary Leave Program, Medical Services Plan of British Columbia, Employee Benefit Trust, and Judicial Benefit Trust. The Commission collects premiums from employees on lay off or leave without pay to continue benefit coverage.

Illness and injury benefits include: the Short Term Illness and Injury Plan, which is designed to continue part of employees' earnings if unable to work due to illness or injury for up to seven months, and the Long Term Disability Plan, which provides employees with income if they become disabled due to illness or injury for longer than seven months.

Facilitating the return to work of ill or injured employees is accomplished through a program to manage health-related absences focusing on early intervention, disability case management, work and work-site accommodations, retraining and alternate

placement where necessary. Complicated cases are facilitated through the joint union/employer Rehabilitation Committee.

Workers' Compensation benefits are paid to employees who are ill or injured as a result of work-related accidents. The Commission assists ministries developing prevention programs, managing WCB claims and ensuring compliance with WCB regulations.

Government Employee Health Services (GEHS) provides clinical rehabilitation and occupational health assessment services to employees and their ministries to support the corporate disability management program, the joint rehabilitation committee, and to assist ministries in responding to employee health matters. Occupational health nurses work with employees and their doctors to develop effective treatment plans that lead to safe, timely and reliable return to work programs with ministry case managers. GEHS occupational health knowledge and skills are used in corporate program and policy development and by ministries in the area of employee health and workplace safety. GEHS manages and delivers pre-placement medical screening programs for safety-sensitive occupations within government service.

As a requirement of the *Public Service Benefit Plan Act*, the Commission also produces a separate annual report of its benefits programs.

Year in Review

The Commission reduced repetitive strain absences with its workplace job coach program. Seventy-five per cent of the participants reported that intervention prevented them from becoming disabled by their injury.

The Commission assisted the Ministry of Social Development & Economic Security in implementing a behavioural disability management pilot program for 200 employees that led to a reduction (1.75 days per employee) in sick leave utilization.

The Commission delivered an ongoing training program for managers on disability case management to hundreds of employees throughout the province, as well as providing dedicated sessions to many ministries.

The Commission continued its disability case management support that showed a reduction of LTD claim duration of three months for an annual direct saving of $2.5 million and a $12 million saving in future liabilities.

The Commission concluded 36 severance agreements for excluded employees, with settlements ranging from 2.75 to 21 months.
The Commission commenced a joint project with the BCGEU to develop Infectious Disease protocols to guide ministry workplaces and implemented a program to offer Hepatitis B vaccinations to all First Aid Attendants.

Phase 2 of the Compliance Program, developed in conjunction with the BC Municipal Safety Association, was completed. The three-phase program involves the development of information packages to help municipalities and ministries be compliant with WCB occupational health and safety regulations. Work also began on a workplace Emergency Preparedness and Response Guide for ministries.

The Commission and the BCGEU delivered three ergonomic "train-the-trainer" sessions around the province. Ergonomics is the "fit" between people, the things they do, the objects they use and the environments they work in. If a good fit is achieved, the stresses on people are reduced, they are more comfortable, they can do things more quickly and easily, and they make fewer mistakes. Over 48 new trainers have been trained on how to provide ergonomic risk assessment in the office environment.

An ongoing initiative to train ministry safety-committee members resulted in 783 people attending two-day training programs offered at various locations throughout the province.

The WCB Claims Management initiative, introduced in 1999/2000, was successfully implemented and two Claims Management Officers were hired in September 2000 to represent ministries on all claims appeals. By March 31, 2001, the initiative had resulted in both direct and indirect savings of more than $1 million.

A series of 10 workshops were provided around the province to 200 ministry supervisors through the BC Employee and Family Assistance Program on the "Early Intervention Dividend". The workshops were very well received and provided supervisors with helpful

information to support and assist employees who are experiencing work problems that may be associated with problems in their personal lives. Fifteen more workshops are planned for 2000/01.

Key Activities Planned for 2001/2002

- Implement a workplace ergonomic job coach program as an enhancement to GEHS rehabilitation and recovery support services
- Develop and deliver training programs in managing health-related absences to incorporate best practices
- Deliver the early medical intervention program in an efficient manner with an ongoing focus on emotional and musculo-skeletal conditions
- Continue review and development of pre-placement medical evaluations for safety-sensitive occupations
- Implement a larger assessment of a behavioural disability management program
- Complete non-office ergonomics guide and provide to ministry supervisors and local joint safety committees
- Complete Infectious Disease protocol development and distribute to clients
- Complete Emergency Preparedness and Response Guide for Workplaces
- Initiate Employer Connect-WCB electronic reporting system to meet WCB requirements and improve information management and reporting capability
- Research policy issues relating to the changing demographics of the public service, as they impact on terms and conditions of employment for excluded employees

Central Payroll and Personnel Information

Overview

The Commission operates and maintains the Corporate Human Resource Information and Payroll System (CHIPS). The Commission also manages corporate information and other corporate applications such as the Applicant Inventory System (AIS) and the Job Share Registry.

CHIPS, the computerized human resource management system, has been used across government since December 1995. The system is designed to support all aspects of human resources including payroll, leave, recruitment, and training administration. Commission staff provide ongoing technical support and training for about 1,800 staff in ministries and agencies across government. The Commission is responsible for providing leadership for the business of payroll across government.

Year in Review

The Commission implemented new database software to support Internet applications such as PeopleSoft 8.0, the Human Resources Management software package.

The Commission and the Central Accounting System office began looking at business intelligence data warehousing and reporting tools that may serve both corporate applications.

The Commission began upgrading PeopleSoft 8.0 software for CHIPS, which will result in a fully Web-enabled application.

The Commission developed a new Web-based disability case management application.

The Commission increased the functionality of the government's Web-based recruitment application, AIS.

The Commission implemented all changes required to utilize the new corporate Chart of Accounts on April 1, 2001.

The Corporate Payroll Administration Project defined and documented:

- the role of finance and human resource staff in payroll;
- the corporate standard for processing payroll; and
- the most efficient processing method of payroll.

The Commission initiated a Business Process Improvement (BPI) Project for Employee Learning Services (ELS), Payroll and Leave, and Payroll Operations and Information Management Division (POIM).

The Commission successfully managed 26 payruns, processing $1.6 billion of payroll and generating T4s for all government employees.

Client services supported 5,000 emails, 4,000 telephone calls and delivered 48 training sessions.

Key Activities Planned for 2001/2002

- Complete the upgrade to PeopleSoft 8.0 and implement in November 2001
- Ensure the Web-enabled PeopleSoft 8.0 and other corporate Web-based applications meet government security requirements
- Initiate the Corporate Repository Project, which will provide a centralized access point for human resource information
- Complete the development of REHAB (Phase 1) and implement in July 2001. Initiate the analysis and development of REHAB (Phase 2)
- Complete the development of AIS Release 3 and implement in May 2001
- Initiate and complete a project that will enable the government's human-resource community access to detailed job description and classification information via the Intranet (E-Classification)
- Complete the implementation of standard payroll business processes across government; Document practical checklists, tools and workflow for corporate payroll via the Intranet
- Change the business requirements of job codes to enable government to use PeopleSoft without modifications
- Identify cost-benefits of utilizing corporate employee self-service applications

Internal Management and Support Services

Communications and Freedom of Information

Overview

Communications staff disseminate information on the Commission's programs and activities on behalf of government and the public.

Staff manage issues and communications activities in order to ensure effective two-way communication between the Commission and other ministries, the media, the public and special-interest groups.

Communications staff do this by:
- developing effective communications strategies;
- providing support and advice on media relations; and
- providing professional writing services.

The Commission is responsible for processing Freedom of Information requests. Requests for information about arbitration files, severance payments, classification reviews, and government public service statistics come from ministries, MLAs, the media and the public.

Year in Review

A total of 50 Freedom of Information requests was processed.

The 1999/00 Annual Report and the 2000/01 Performance Plan were produced and posted on the Commission Web site.

The Commission promoted and celebrated Public Service Week in June 2000.

Systems Support

Overview

This program area provides a wide range of operational support and administrative services critical to the Commission's efficient and effective operation. It maintains the Commission's computer infrastructure as well as developing and implementing computer applications.

Year in Review

The Commission provided continued improvement of the public Internet site and the internal Intranet site.

Monthly and quarterly standard reports on the demographics of the public service were produced.

A detailed plan was developed to ensure continuation of all Commission operations if there is a disaster that destroys office space, assets and information.

A Technical Architecture Plan for the Commission's computerized systems was developed.

Key Activities Planned for 2001/2002

- Implement a change control, inventory, and customer service system

Finance and Administration

Overview

The Finance and Administration branch provided internal financial management, administrative and personnel services, as well as financial administration for government-wide programs.

Expenditures

Commission Operations	2000/2001 ($'000)
Salaries and Benefits	8,780
Operating Costs	7,916
Asset Acquisitions	0
Grants and Contributions	54
Recoveries	(4,788)
Sub Total	11,962
Pension and Employee Benefits Administration	
Provincial Pension	73,417
Miscellaneous Statutory Items	5,500
Canada Pension	46,574
Members of the Legislative Assembly Superannuation	800
Death and Retiring Benefits	2,000
Extended Health and Dental Benefits	54,060
Group Insurance	8,000
Medical Services Plan	30,000
Long Term Disability	33,405
Unemployment Insurance	38,795
Workers' Compensation	6,500
Employee Assistance Program Administration	1,000
Other Benefits	17,048
Recoveries from Special Offices and Ministries	(317,098)
Sub Total	1
Total	**11,963**
Commission Capital	
Asset Acquisitions	704
Pension and Employee Benefits Administration - Capital	
Asset Acquisitions	1,537
Total Capital Acquisitions	**2,241**

Performance Plan Achievements in 2000/2001

Goal 1 **To provide leadership in corporate human resource policy issues**

Objective:	Strategies:	
To support enhanced accountability	Develop appropriate ways to encourage employees to contribute to achieving performance plan goals	COMPLETED
To increase the representation of visible minorities, aboriginal people, people with disabilities and women in non-traditional occupations in the public service	Revise guidelines for employment equity action plans and annual reports to ensure more measurable outcomes	COMPLETED
	Support ministries in the preferential hiring of auxiliaries through the Recruitment Access Offices and the Applicant Inventory System	ONGOING
	Work with Regional Outreach Recruitment Committees to provide workshops, career fairs and personal contact to B.C. equity group organizations that provide employment services	ONGOING
	Conduct a post-separation survey to determine why members of under-represented groups leave the public service	COMPLETED
To encourage the hiring, development and retention of young people	Increase co-op, Youth Employment Program, and intern hires	COMPLETED
	Implement developmental positions targeted at youth	COMPLETED
	Negotiate supportive collective agreement language	COMPLETED
	Ensure initiatives reflect government's priorities for representation of designated groups	COMPLETED
Objective: To position government to deal with issues related to changing workplace demographics and changing service delivery models	Review and, where possible, eliminate barriers to recruitment, selection and retention of staff	ONGOING
	Explore ways to improve access to and attractiveness of government jobs	ONGOING
	Review the purpose and application of the merit principle	ONGOING
	Continue gainsharing activities with unions to identify new areas where efficiencies can be achieved	COMPLETED

Objective:	Strategies:	
	Continue to review classification and compensation systems, terms and conditions of employment, Public Service Awards and support for innovation	ONGOING
	Review the expanded use of the Applicant Inventory System	ONGOING
	Work with ministries to prepare a corporate human resources strategy over the next 18 to 24 months	PARTIALLY ACHIEVED

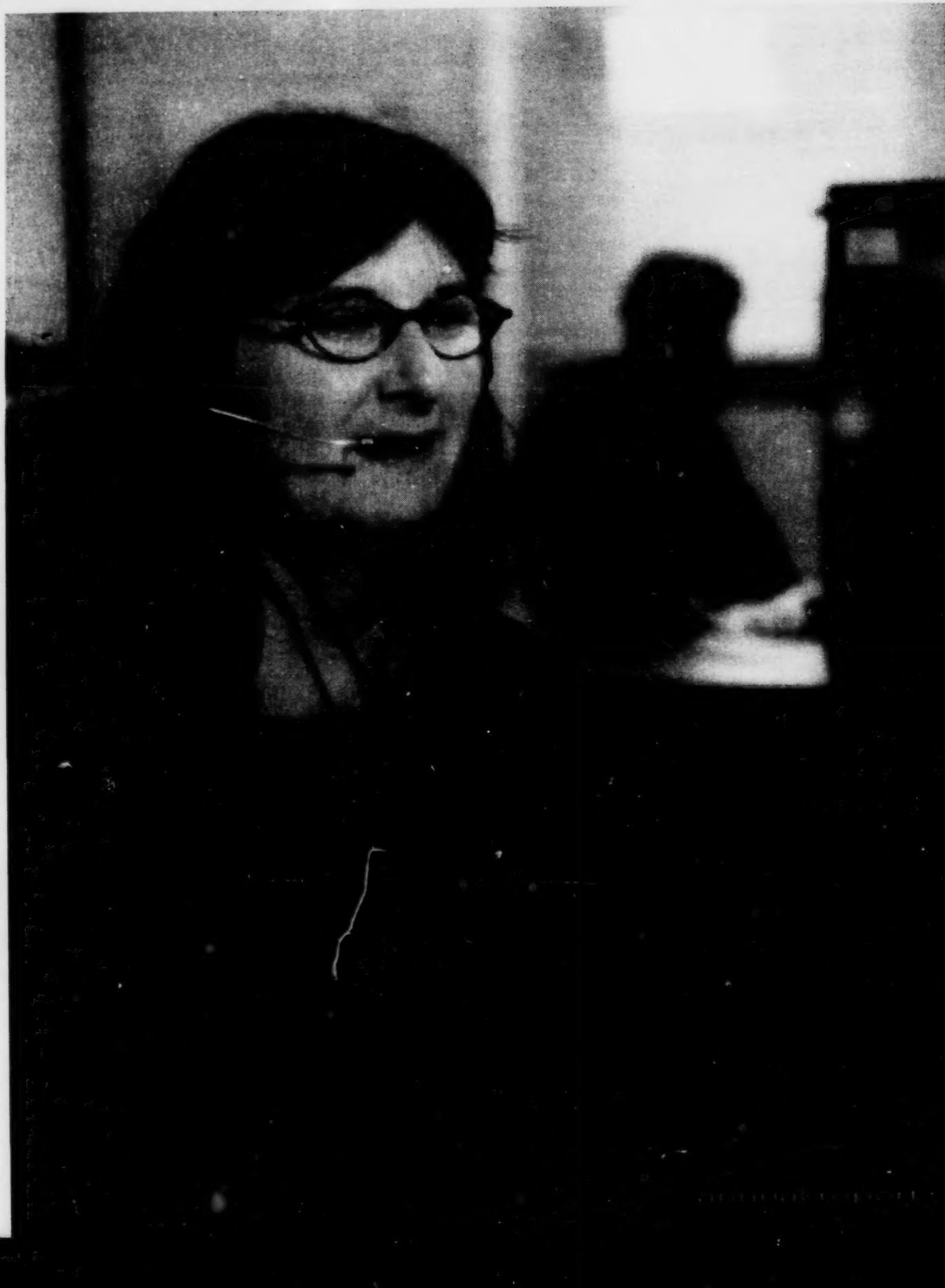
[redacted] To provide efficient and effective human resource services and ministry support

Objective:	Strategies:	
To support a competent public service through continuous learning	Assess training needs compared with training provided	COMPLETED
	Co-ordinate training expenditures	COMPLETED
	Develop common competency models	COMPLETED
To ensure a safe and healthy workplace for employees	Respond to WCB regulations and policy direction with training	ONGOING
	Assess the disability and rehabilitation case management approach for impacts on quality of work and health	COMPLETED
	Continue mandatory discrimination prevention training	ONGOING
To renegotiate expired agreements with employee groups	Develop proposals or bargaining positions that are within the fiscal mandate, preserve management operational flexibility and maintain competitive total compensation	COMPLETED
	Identify and address concerns and needs of ministries	COMPLETED
	Continue to maintain positive working relationships with bargaining agents and employee associations	COMPLETED
Objective: To administer collective agreements in an efficient manner that protect the interests of the ministries and ensure consistency	Maintain a long-term strategy that reflects the goals of the ministries and government	COMPLETED
	Utilize and refine existing alternate dispute resolution methods and continue to identify new methods in consultation with employee groups	COMPLETED
	Continue to maintain positive working relationships with bargaining agents and employee associations	COMPLETED

Objective:	Strategies:	
To continue to improve the efficiency and effectiveness of the Commission	Develop performance plans for all functional areas in the Commission	COMPLETED
	Complete the Business Process Improvement projects for the Classification and Organization, Employee Learning Services, Employee Benefits and Payroll Operations and Information Systems branches	IN PROGRESS
	Develop tools to automate processes	ONGOING
	Develop priorities for human resource information needs and standardized reporting	ONGOING
	Examine ways to ensure the job classification system is increasingly responsive to organizational design and compensation issues	PARTIALLY ACHIEVED
	Complete work on the Public Service Job Evaluation Plan, Management Job Evaluation Plan and the Nurse Job Evaluation Plan	ONGOING

To effectively monitor and assess provision of delegated human resource functions

Objective:	Strategies:	
To ensure staffing, classification and compensation, occupational health and safety, employment equity and workforce adjustment policies are appropriate across government	Continue to develop and apply policies and provide consultative support	ONGOING
To build capacity to effectively monitor and assess provision of delegated human resource functions	Develop appropriate monitoring and assessment tools and processes	ONGOING
To improve the efficiency of human resource practices where possible	Conduct a human resource benchmarking study to review the best practices used in human resource management by private and public sector organizations	IN PROGRESS
	Develop an integrated personnel/payroll practice manual	IN PROGRESS



Public Service Profile

Public Service Employees by Employee Group April 1, 2001		
Bargaining Unit	**Total**	**% of Government**
BC Government and Service Employees' Union (BCGEU)	30,963	78
Professional Employees Association (PEA)	1,522	4
Nurses	988	2
Total Bargaining Unit	33,473	85
Excluded		
Management	4,124	10
OIC	289	<1
Other	1,674	4
Salaried Physicians	21	<1
Total Excluded	6,108	15
Total Government	**39,581**	**100**

2001

Public Service Employees by Ministry - April 1, 2001

	Number	% of Government	Average Annual Salary ($)
Aboriginal Affairs	208	<1	53,900
Advanced Education, Training & Technology	367	<1	45,000
Agriculture & Food	342	<1	50,600
Attorney General	6,981	18	44,300
Children & Families	5,289	13	44,800
Community Development, Co-op & Volunteers	68	<1	47,000
Education	386	<1	46,900
Employment & Investment	201	<1	53,200
Energy & Mines	394	<1	49,900
Environment, Lands & Parks	1,977	5	48,100
Finance	1,619	4	48,300
Fisheries	165	<1	48,700
Forests	4,032	10	47,700
Health	1,602	4	43,300
Labour	447	1	48,600
Municipal Affairs	471	1	48,200
Small Business, Tourism & Culture	570	1	44,200
Social Development & Economic Security	3,306	8	40,300
Transportation & Highways	2,358	6	44,100
Women's Equality	89	<1	48,800
Auditor General	91	<1	56,000
BC Assets & Land Corporation	245	<1	47,600
BC Mental Health Society	1,588	4	38,600
BC Pension Corporation	321	<1	41,900
BC Utilities Commission	1	-	38,300
Child Advocate	12	<1	50,700
Elections BC	36	<1	47,300
EAO/LUCO*	80	<1	53,300
Environmental Appeal Board/Forest Appeals Commission	7	<1	49,900
Forensic Psychiatric	478	1	42,400
Forest Practices Board	37	<1	59,700
Forest Renewal BC	110	<1	55,400
Information & Privacy Commissioner	23	<1	59,700
Information, Science & Technology Agency	565	1	51,300
Intergovernmental Relations	30	<1	55,400
Liquor Distribution Branch	3,560	9	35,000
Oak Bay Lodge	302	<1	35,200
Office of the Premier	35	<1	55,700
Ombudsman	57	<1	56,500
Police Complaint Commissioner	9	<1	54,800
Product Sales & Service	367	<1	37,000
Provincial Capital Commission	28	<1	40,800
Public Sector Employers' Council	5	<1	62,300
Public Service Employee Relations Commission*	307	<1	51,800
Royal BC Museum	116	<1	43,100
Tillicum & Veterans Care Society	299	<1	35,800
Total	**39,581**	**100**	**44,000**

Salaries based on payroll data and rounded to nearest $100 *Environmental Assessment Office/Land Use Coordination Office
* Includes employees from Ministry of Multiculturalism & Immigration

Public Service Employees by Ministry and Employee Group - April 1, 2001

		Bargaining Unit				Excluded				As % of Ministry	
	Total	Number	BCGEU	PEA	Nurses	Number	Mgmt*	OIC**	Other***	Barg Unit	All Excluded
Aboriginal Affairs	208	130	130	-	-	78	58	16	4	63	38
Advanced Education, Training & Technology	367	302	302	-	-	65	51	10	4	82	18
Agriculture & Food	342	282	183	99	-	60	48	9	3	82	18
Attorney General	6,981	5,203	5,146	1	56	1,778	674	26	1,078	75	25
Children & Families	5,289	4,953	4,739	55	159	336	317	11	8	94	6
Community Development, Co-op & Volunteers	68	43	43	-	-	25	15	9	1	63	37
Education	386	303	303	-	-	83	62	8	13	78	22
Employment & Investment	201	99	99	-	-	102	89	9	4	49	51
Energy & Mines	394	329	243	86	-	65	49	10	6	84	16
Environment, Lands & Parks	1,977	1,779	1,620	159	-	198	180	9	9	90	10
Finance	1,619	941	941	-	-	678	454	28	196	58	42
Fisheries	165	137	136	1	-	28	25	1	2	83	17
Forests	4,032	3,620	2,756	864	-	412	375	10	27	90	10
Health	1,602	1,339	1,321	14	4	263	228	10	25	84	16
Labour	447	233	233	-	-	214	149	52	13	52	48
Municipal Affairs	471	394	384	10	-	77	59	6	12	84	16
Small Business, Tourism & Culture	570	436	436	-	-	134	122	7	5	76	24
Social Development & Economic Security	3,306	3,114	3,114	-	-	192	167	11	14	94	6
Transportation & Highways	2,358	2,125	2,001	121	3	233	210	7	16	90	10
Women's Equality	89	61	61	-	-	28	18	8	2	69	31
Auditor General	91	-	-	-	-	91	79	1	11	-	100
BC Assets & Land Corporation	245	187	137	50	-	58	54	-	4	76	24
BC Mental Health Society	1,588	1,560	1,021	31	508	28	27	-	1	98	2
BC Pension Corporation	321	293	293	-	-	28	26	-	2	91	9
BC Utilities Commission	1	-	-	-	-	1	-	-	1	-	100
Child Advocate	12	-	-	-	-	12	5	-	7	-	100
Elections BC	36	-	-	-	-	36	12	-	24	-	100
EAO/LUCO****	80	48	44	4	-	32	29	-	3	60	40
Environmental Appeal Board/Forest Appeals Commission	7	3	3	-	-	4	3	-	1	43	57
Forensic Psychiatric	478	471	272	15	184	7	6	-	1	99	1
Forest Practices Board	37	14	14	-	-	23	21	-	2	38	62
Forest Renewal BC	110	65	65	-	-	45	42	-	3	59	41
Information & Privacy Commissioner	23	-	-	-	-	23	15	-	8	-	100
Information, Science & Technology Agency	565	456	456	-	-	109	96	2	11	81	19
Intergovernmental Relations	30	7	7	-	-	23	19	-	4	23	77
Liquor Distribution Branch	3,560	3,449	3,449	-	-	111	110	-	1	97	3
Oak Bay Lodge	302	292	251	-	41	10	8	-	2	97	3
Office of the Premier	35	2	2	-	-	33	6	21	6	6	94
Ombudsman	57	-	-	-	-	57	35	-	22	-	100
Police Complaint Commissioner	9	-	-	-	-	9	6	-	3	-	100
Product Sales & Service	367	343	333	10	-	24	23	-	1	93	7
Provincial Capital Commission	28	25	25	-	-	3	3	-	0	89	11
Public Sector Employer's Council	5	-	-	-	-	5	2	-	3	-	100
Public Service Employee Relations Commission*****	307	41	41	-	-	266	148	8	110	13	87
Royal BC Museum	116	107	107	-	-	9	9	-	-	92	8
Tillicum & Veterans Care Society	299	287	252	2	33	12	11	-	1	96	4
Total	**39,581**	**33,473**	**30,963**	**1,522**	**988**	**6,108**	**4,145**	**289**	**1,674**	**85**	**15**

*Includes salaried physicians / **Order in Council appointments / ***Includes: Schedule A employees exempted from the union due to confidential nature of work performed, legal counsel, articling students, senior exec secretaries, exec admin assistants and judicial admin assistants / ****Environmental Assessment Office/Land Use Coordination Office / *****Includes employees from Ministry of Multiculturalism & Immigration

Public Service Employees by Employee Group, Salary and Gender - April 1, 2001

	Total				Regular				Auxiliary			
	Number	% of Group	Average Annual Salary ($)	Female Salary as % of Male	Number	% of Group	Average Annual Salary ($)	Female Salary as % of Male	Number	% of Group	Average Annual Salary ($)	Female Salary as % of Male
Bargaining Unit												
*BCGEU												
Male	12,100	39	42,800		10,361	40	44,300		1,739	33	33,300	
Female	18,863	61	37,800	88	15,293	60	39,200	88	3,570	67	32,000	96
Total	30,963	100	39,700		25,654	100	41,300		5,309	100	32,400	
Professional Employees' Association (PEA)												
Male	1,220	80	57,400		1,204	81	57,400		16	53	55,500	
Female	302	20	55,300	96	288	19	55,600	97	14	47	50,400	91
Total	1,522	100	57,000		1,492	100	57,100		30	100	53,200	
Nurses												
Male	252	26	46,900		213	27	47,500		39	20	43,700	
Female	736	74	45,500	97	584	73	46,200	97	152	80	43,200	99
Total	988	100	45,900		797	100	46,500		191	100	43,300	
Total Bargaining Unit												
Male	13,572	41	44,200		11,778	42	45,700		1,794	32	33,700	
Female	19,901	59	38,400	87	16,165	58	39,700	87	3,736	68	32,600	97
Total	33,473	100	40,700		27,943	100	42,300		5,530	100	32,900	
Excluded												
Management												
Male	2,382	58	68,700		2,348	58	68,800		34	47	57,200	
Female	1,742	42	63,300	92	1,703	42	63,500	92	39	53	56,200	98
Total	4,124	100	66,400		4,051	100	66,600		73	100	56,600	
**OIC												
Male	102	35	64,200		102	35	64,200		-	-	-	
Female	187	65	50,100	78	187	65	50,100	78	-	-	-	-
Total	289	100	55,100		289	100	55,100		-	-	-	
Salaried Physicians												
Male	17	81	107,300		17	81	107,300		-	-	-	
Female	4	19	101,200	94	4	19	101,200	94	-	-	-	-
Total	21	100	106,100		21	100	106,100		-	-	-	
***Other												
Male	483	29	68,700		372	27	74,400		111	40	49,400	
Female	1,191	71	46,600	68	1,022	73	47,800	64	169	60	39,700	80
Total	1,674	100	53,000		1,394	100	54,900		280	100	43,500	
Total Excluded												
Male	2,984	49	68,700		2,839	49	69,600		145	41	51,200	
Female	3,124	51	56,200	82	2,916	51	57,200	82	208	59	42,800	83
Total	6,108	100	62,300		5,755	100	63,300		353	100	46,200	
Total Government												
Male	16,556	42	48,600		14,617	43	50,400		1,939	33	35,000	
Female	23,025	58	40,800	84	19,081	57	42,400	84	3,944	67	33,100	94
Total	39,581	100	44,000		33,698	100	45,800		5,883	100	33,700	

*BC Government and Service Employees' Union / **Order in Council appointments / ***Includes: Schedule A employees exempted from the union due to confidential nature of work performed, legal counsel, articling students, senior exec secretaries, exec admin assistants and judicial admin assistants / Salaries rounded to nearest $100

Public Service Employees by Employee Group, Gender and Age - April 1, 2001

	◄25 Years Number	%	25-34 Years Number	%	35-44 Years Number	%	45-54 Years Number	%	55-64 Years Number	%	►64 Years Number	%	All Ages Number	%	Average Age
Bargaining Unit															
*BCGEU															
Male	306	3	2,248	19	3,716	31	4,547	38	1,282	11	1	<1	12,100	100	43
Female	562	3	4,043	21	6,461	34	6,164	33	1,632	9	1	<1	18,863	100	42
Total	868	3	6,291	20	10,177	33	10,711	35	2,914	9	2	<1	30,963	100	42
Professional Employees' Association (PEA)															
Male	3	<1	85	7	427	35	533	44	172	14	-	-	1,220	100	46
Female	4	1	77	26	143	47	69	23	9	3	-	-	302	100	40
Total	7	<1	162	11	570	37	602	40	181	12	-	-	1,522	100	45
Nurses															
Male	4	2	24	10	55	22	84	33	85	34	-	-	252	100	49
Female	12	2	138	19	186	25	280	38	118	16	2	<1	736	100	44
Total	16	2	162	16	241	24	364	37	203	21	2	<1	988	100	46
Total Bargaining Unit															
Male	313	2	2,357	17	4,198	31	5,164	38	1,539	11	1	<1	13,572	100	43
Female	578	3	4,258	21	6,790	34	6,513	33	1,759	9	3	<1	19,901	100	42
Total	891	3	6,615	20	10,988	33	11,677	35	3,298	10	4	<1	33,473	100	42
Excluded															
Management															
Male	7	<1	103	4	518	22	1,355	57	398	17	1	<1	2,382	100	48
Female	6	<1	172	10	581	33	813	47	170	10	-	-	1,742	100	45
Total	13	<1	275	7	1,099	27	2,168	53	568	14	1	<1	4,124	100	47
**OIC															
Male	1	<1	23	23	29	28	37	36	12	12	-	-	102	100	43
Female	8	4	53	28	52	28	57	30	17	9	-	-	187	100	41
Total	9	3	76	26	81	28	94	33	29	10	-	-	289	100	42
Salaried Physicians															
Male	-	-	-	-	2	12	6	35	9	53	-	-	17	100	54
Female	-	-	-	-	1	25	2	50	1	25	-	-	4	100	52
Total	-	-	-	-	3	14	8	38	10	48	-	-	21	100	53
***Other															
Male	7	1	107	22	151	31	166	34	52	11	-	-	483	100	42
Female	28	2	285	24	401	34	365	31	112	9	-	-	1,191	100	42
Total	35	2	392	23	552	33	531	32	164	10	-	-	1,674	100	42
Total Excluded															
Male	15	<1	233	8	700	23	1,564	52	471	16	1	<1	2,984	100	47
Female	42	1	510	16	1,035	33	1,237	40	300	10	-	-	3,124	100	44
Total	57	<1	743	12	1,735	28	2,801	46	771	13	1	<1	6,108	100	45
Total Government															
Male	328	2	2,590	16	4,898	30	6,728	41	2,010	12	2	<1	16,556	100	44
Female	620	3	4,768	21	7,825	34	7,750	34	2,059	9	3	<1	23,025	100	42
Total	948	2	7,358	19	12,723	32	14,478	37	4,069	10	5	<1	39,581	100	43

*BC Government and Service Employees' Union / **Order in Council appointments / ***Includes: Schedule A employees exempted from the union due to confidential nature of work performed, legal counsel, articling students, senior exec secretaries, exec admin assistants and judicial admin assistants / Salaries rounded to nearest $100

Public Service Employees by Ministry and Gender - April 1, 2001

	Female Employees			Male Employees			Total Employees			Female Salary as % Of Male Salary
	Number	%	Average Annual Salary ($)	Number	%	Average Annual Salary ($)	Number	%	Average Annual Salary ($)	
Aboriginal Affairs	135	65	50,700	73	35	59,700	208	100	53,900	85
Advanced Education, Training & Technology	253	69	41,300	114	31	53,200	367	100	45,000	78
Agriculture & Food	171	50	43,300	171	50	57,900	342	100	50,600	75
Attorney General	4,041	58	41,800	2,940	42	47,800	6,981	100	44,300	87
Children & Families	3,830	72	43,400	1,459	28	48,300	5,289	100	44,800	90
Community Development, Co-op & Volunteers	50	74	42,400	18	26	59,500	68	100	47,000	71
Education	276	72	43,200	110	28	55,900	386	100	46,900	77
Employment & Investment	107	53	44,200	94	47	63,500	201	100	53,200	70
Energy & Mines	188	48	41,100	206	52	57,900	394	100	49,900	71
Environment, Lands & Parks	775	39	41,900	1,202	61	52,100	1,977	100	48,100	80
Finance	948	59	43,600	671	41	54,800	1,619	100	48,300	80
Fisheries	55	33	41,500	110	67	52,300	165	100	48,700	79
Forests	1,460	36	41,100	2,572	64	51,500	4,032	100	47,700	80
Health	1,190	74	39,700	412	26	53,500	1,602	100	43,300	74
Labour	287	64	42,500	160	36	59,400	447	100	48,600	72
Municipal Affairs	223	47	41,600	248	53	54,000	471	100	48,200	77
Small Business, Tourism & Culture	381	67	40,300	189	33	52,100	570	100	44,200	77
Social Development & Economic Security	2,690	81	39,200	616	19	45,000	3,306	100	40,300	87
Transportation & Highways	740	31	39,000	1,618	69	46,400	2,358	100	44,100	84
Women's Equality	81	91	48,600	8	9	50,200	89	100	48,800	97
Auditor General	43	47	49,200	48	53	62,200	91	100	56,000	79
BC Assets & Land Corporation	137	56	40,700	108	44	56,400	245	100	47,600	72
BC Mental Health Society	1,108	70	38,400	480	30	39,200	1,588	100	38,600	98
BC Pension Corporation	250	78	40,100	71	22	48,000	321	100	41,900	84
BC Utilities Commission	1	100	38,300	-	-	-	1	100	38,300	-
Child Advocate	10	83	46,400	2	17	72,000	12	100	50,700	65
Elections BC	25	69	45,700	11	31	51,000	36	100	47,300	90
EAO/LUCO*	48	60	45,800	32	40	64,600	80	100	53,300	71
Environmental Appeal Board/Forest Appeals Commission	6	86	52,600	1	14	33,500	7	100	49,900	157
Forensic Psychiatric	257	54	41,300	221	46	43,700	478	100	42,400	94
Forest Practices Board	15	41	42,500	22	59	71,400	37	100	59,700	60
Forest Renewal BC	60	55	47,200	50	45	65,200	110	100	55,400	72
Information & Privacy Commissioner	14	61	52,100	9	39	71,600	23	100	59,700	73
Information, Science & Technology Agency	278	49	45,000	287	51	57,300	565	100	51,300	79
Intergovernmental Relations	20	67	49,900	10	33	66,200	30	100	55,400	75
Liquor Distribution Branch	1,894	53	33,300	1,666	47	36,900	3,560	100	35,000	90
Oak Bay Lodge	243	80	35,400	59	20	34,300	302	100	35,200	103
Office of the Premier	27	77	50,900	8	23	71,600	35	100	55,700	71
Ombudsman	39	68	51,900	18	32	66,400	57	100	56,500	78
Police Complaint Commissioner	5	56	49,200	4	44	61,900	9	100	54,800	79
Product Sales & Service	159	43	36,100	208	57	37,800	367	100	37,000	96
Provincial Capital Commission	16	57	35,600	12	43	47,600	28	100	40,800	75
Public Sector Employer's Council	3	60	49,400	2	40	81,600	5	100	62,300	61
Public Service Employee Relations Commission**	212	69	46,900	95	31	62,700	307	100	51,800	75
Royal BC Museum	58	50	39,700	58	50	46,500	116	100	43,100	85
Tillicum & Veterans Care Society	216	72	35,800	83	28	35,700	299	100	35,800	100
Total	**23,025**	**58**	**40,800**	**16,556**	**42**	**48,600**	**39,581**	**100**	**44,000**	**84**

*Environmental Assessment Office/Land Use Coordination Office / Salaries rounded to nearest $100 / **Includes employees from Ministry of Multiculturalism & Immigration

Public Service Excluded Employees by Group and Type - April 1, 2001

	Total			Regular		Auxiliary	
	Number	Total as % of	Average Annual Salary ($)	Number	Average Annual Salary ($)	Number	Average Annual Salary ($)
Management							
Deputy Minister	44	1	129,100	44	129,100	-	-
Associate Deputy Minister	3	<1	108,900	3	108,900	-	-
Assistant Deputy Minister	85	2	99,400	85	99,400	-	-
Management Levels 1-12	3,992	97	65,000	3,919	65,100	73	56,600
Legal Officer	-	-	-	-	-	-	-
BCSC Manager	-	-	-	-	-	-	-
Total	4,124	100	66,400	4,051	66,600	73	56,600
OIC							
Category B*	83	29	36,000	83	36,000	-	-
Senior Executive Secretary	2	<1	43,600	2	43,600	-	-
Executive Secretary	-	-	-	-	-	-	-
Administrative Assistant	22	8	47,200	22	47,200	-	-
Ministerial Assistant	56	19	60,500	56	60,500	-	-
Executive Assistant	20	7	49,000	20	49,000	-	-
Special Assistant	3	1	56,000	3	56,000	-	-
Court Reporter	-	-	-	-	-	-	-
Other	103	36	70,600	103	70,600	-	-
Court Referee	-	-	-	-	-	-	-
Total	289	100	55,100	289	55,100	-	-
Salaried Physicians							
Specialist	3	14	95,800	3	95,800	-	-
Administrator	18	86	107,800	18	107,800	-	-
Total	21	100	106,100	21	106,100	-	-
Other							
Schedule A**	843	50	36,600	672	37,600	171	32,600
Senior Executive Secretary	37	2	42,900	35	43,000	2	42,700
Executive Secretary	102	6	39,800	101	39,900	1	35,100
Articled Student	-	-	-	-	-	-	-
<60 Statutory	-	-	-	-	-	-	-
Legislative Library	-	-	-	-	-	-	-
Judicial Administrative	69	4	37,700	68	37,700	1	37,800
Legal Counsel	623	37	79,600	518	83,300	105	61,400
Total	1,674	100	53,000	1,394	54,900	280	43,500
Total Excluded	6,108	100	62,300	5,755	63,300	353	46,200

*Administrative support - Minister's office / **Bargaining unit classifications excluded from union membership due to confidential nature of work / Salaries rounded to nearest $100

Public Service Management Employees by Level and Gender - April 1, 2001

Management	Gender	Number	As % of Level	As % of Total Management	Average Annual Salary ($)	Female Salary as % of Male Salary
1	Male	40	22	2	42,400	
	Female	140	78	8	44,700	105
	Total	180	100	4	44,200	
2	Male	140	37	6	51,500	
	Female	236	63	14	50,500	98
	Total	376	100	9	50,900	
3	Male	310	47	13	57,300	
	Female	356	53	20	57,200	100
	Total	666	100	16	57,200	
4	Male	607	63	25	63,400	
	Female	359	37	21	62,900	99
	Total	966	100	23	63,200	
5	Male	495	63	21	68,100	
	Female	288	37	17	67,400	99
	Total	783	100	19	67,900	
6	Male	324	68	14	73,600	
	Female	156	33	9	73,100	99
	Total	480	100	12	73,400	
7	Male	210	68	9	79,200	
	Female	97	32	6	78,700	99
	Total	307	100	7	79,100	
8	Male	138	75	6	85,300	
	Female	47	25	3	85,300	100
	Total	185	100	4	85,300	
9	Male	26	55	1	93,400	
	Female	21	45	1	93,200	100
	Total	47	100	1	93,300	
10	Male	43	66	2	100,300	
	Female	22	34	1	98,000	98
	Total	65	100	2	99,500	
11	Male	14	93	<1	105,000	
	Female	1	7	<1	103,000	98
	Total	15	100	<1	104,800	
12	Male	32	64	1	125,900	
	Female	18	36	1	132,800	105
	Total	50	100	1	128,400	
Under Review/	Male	3	75	<1	67,100	
Unknown	Female	1	25	<1	68,600	102
	Total	4	100	<1	67,500	
Total	Male	2,382	58	100	68,700	
	Female	1,742	42	100	63,300	92
	Total	4,124	100	100	66,400	

Salaries rounded to nearest $100

Movement of Employees - January 2000 - January 2001

	Regular						Auxiliary[3]					
	Women		Men		Total		Women		Men		Total	
	Number	Rate%	Number	Rate%	Number	Rate%	Number	Rate%	Number	Rate%	Number	Rate%
Hiring												
Hired from outside[2]	532	3	416	3	948	3	2527	58	2444	78	4971	67
Total new hires to ministry	532	3	416	3	948	3	2527	58	2444	78	4971	67
Changed status from auxiliary to regular[1]	720	4	312	2	1032	3						
Total new regulars to public service	1252	7	728	5	1980	6						
Separations												
Retired	143	1	168	1	311	1	9	<1	1	0	10	<1
Left BC Government for other reasons[2]	721	4	498	3	1219	4	1409	33	1695	54	3104	42
Total Separations	864	5	666	5	1530	5	1418	33	1696	54	3114	42
Changed status from auxiliary to regular[1]							720	17	312	10	1032	14
Total flow out of auxiliary							2138	49	2008	84	4146	56
Promotions												
Promoted within same ministry	2441	13	1532	11	3973	12	274	6	165	5	439	6
Promoted from other ministry	383	2	135	1	518	2	37	1	26	1	63	1
Total promotions	**2824**	**15**	**1667**	**11**	**4491**	**14**	**311**	**7**	**191**	**6**	**502**	**7**

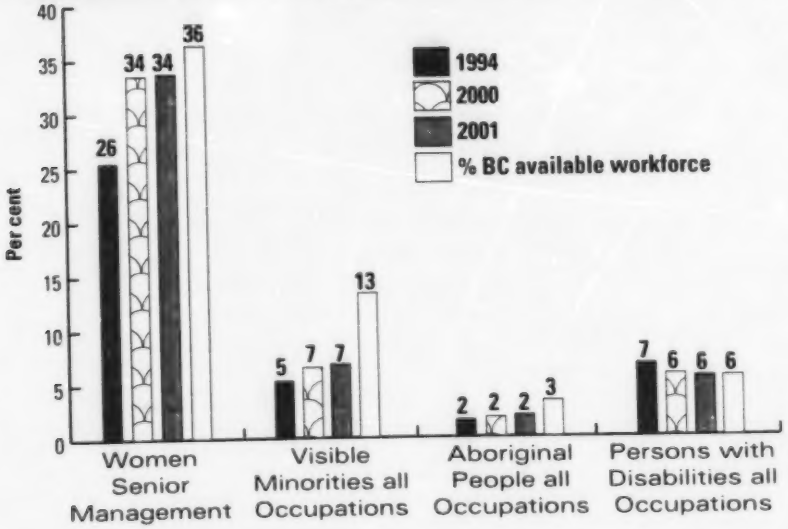
1 Any employee who both moved between ministries and changed from auxiliary to regular is only counted once as "Moved to/from other ministry"

2 Includes employees who are on seasonal recall/layoff

3 The auxiliary hiring and separation rates represent the movement of auxiliaries in and out of the public service. The rate may be greater than 100 per cent if the total has turned over more than once during the time period.

Adapted from BC STATS

Under-Represented Groups of Employees - January 1994 - January 2001



Employees Hired from Under-Represented Groups - January 1998 - January 2001

	January 1998 - January 1999		January 1999 - January 2000		January 2000 - January 2001	
	Total # Hired*	% of total hired	# Hired	% of total hired	# Hired	% of total hired
Visible Minorities	167	9	229	12	250	13
Aboriginal People	64	4	40	2	73	4
Persons with Disabilities	41	2	55	3	53	3
****Total Hired**	**1,853**		**1,901**		**1,980**	

**# hired* includes all employees who changed status from auxiliary to regular /
** Total includes all employees hired, not just under-represented groups /
Adapted from BC STATS

Employees Hired from Under-Represented Groups - January 1996 - January 2001

	All Government %	Aboriginal %	Visible Minorities %	Employees with Disabilities %
January 1996	9.8	11.9	9.3	5.9
January 1997	7.8	8.0	9.4	3.6
January 1998	4.4	4.7	6.0	2.5
January 1999	5.7	10.8	8.4	2.2
January 2000	5.8	6.6	10.8	3.0
January 2001	6.0	11.1	11.1	2.9

Hiring rate is the number of employees hired in the previous 12 months expressed as a percentage of the total number of employees employed at the end of the 12 months. The rate includes employees who changed status from auxiliary to regular

Employee Insurance Benefits Costs

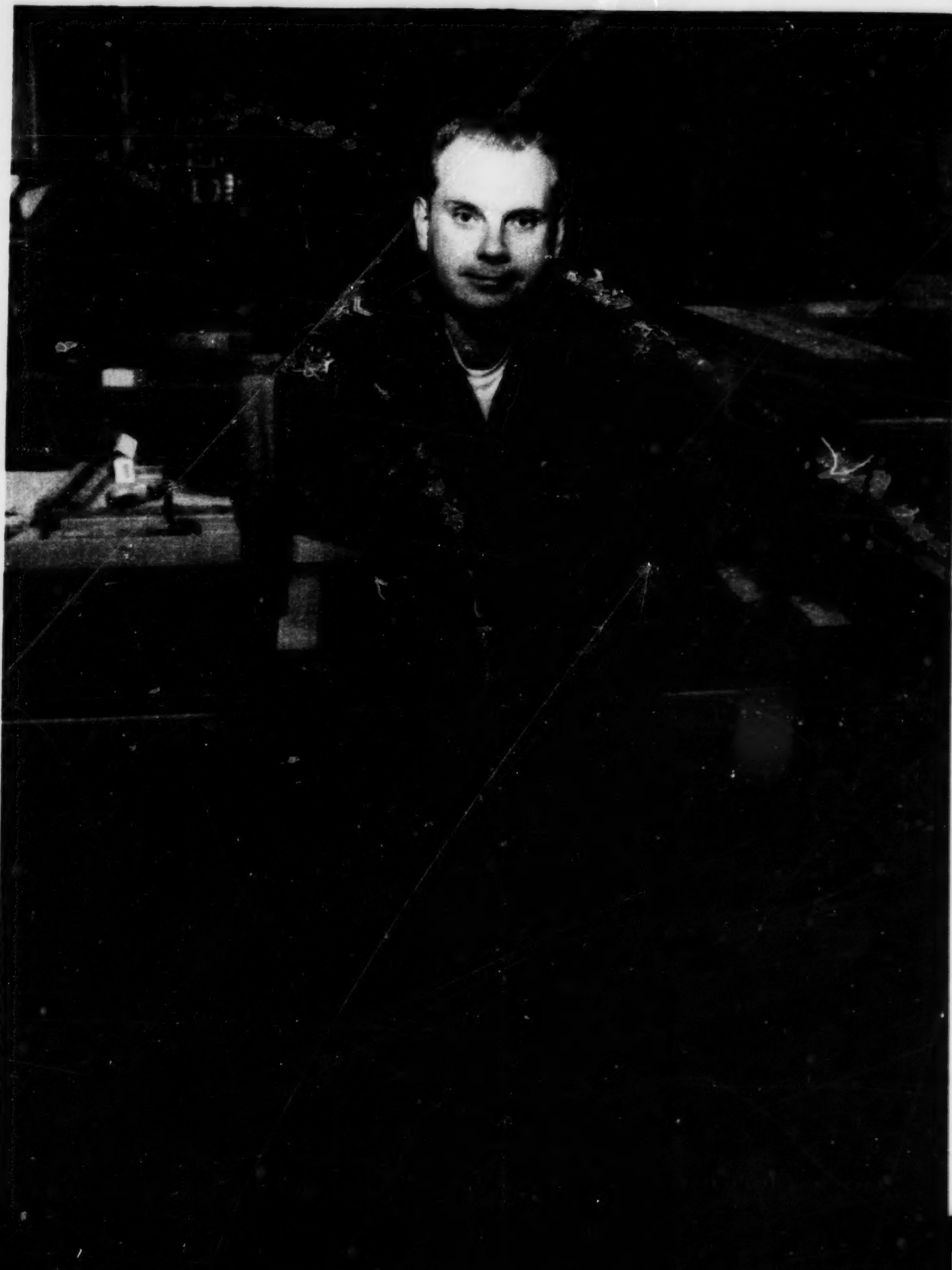
Benefit	1995-96		1996-97		1997-98		1998-99		1999-00	
	Cost $M	% Change	Cost $M	% Change	Cost $M	% Change	Cost $M	% Change	Cost $M	% Change
Extended Health	12.8	21.8	14.0	9.6	19.6	39.3	21.2	8.6	23.4	10.1
Dental	32.9	9.5	33.2	1.2	32.3	(2.8)	30.1	(6.7)	31.2	3.6
Medical	32.6	7.8	33.6	3.3	35.3	4.9	31.9	(9.6)	31.6	(0.9)
Group Life	9.3	24.4	8.5	(8.0)	7.5	(12.1)	10.1	35	8.9	(8.8)
Long Term Disability	25.9	11.7	27.4	5.5	25.3	(7.8)	28.6	13	31.7	10.9
TOTAL	**113.5**		**116.7**		**120**		**121.9**		**126.8**	

This table reflects the cost for all members in the plans and includes participating public sector as well as public service employees.

Job Competitions Posted Across Government - 2000/2001*

	Number of Competitions	Number of Positions	Bargaining Unit					In Service	Out of Service
			GEU	PEA	BCNU	UPN	Excluded		
Aboriginal Affairs	26	34	30	0	0	0	4	13	21
Advanced Education, Training & Technology	49	51	41	0	0	0	10	37	14
Agriculture and Food	46	47	23	21	0	0	3	14	33
Attorney General	361	423	255	1	0	0	156	265	158
Children and Families	498	572	463	20	7	2	62	267	305
Community Development, Co-op & Volunteers	21	22	20	0	0	0	2	11	11
Education	72	75	61	0	0	0	14	38	37
Employment & Investment	22	23	15	0	0	0	8	17	6
Energy and Mines	55	55	42	4	0	0	9	19	36
Environment, Lands and Parks	188	192	154	15	0	0	23	90	102
Finance	196	240	110	0	0	0	130	131	109
Fisheries	18	19	14	1	0	0	4	11	8
Forests	251	275	169	60	0	0	46	149	126
Health	167	197	125	1	0	0	70	110	87
Labour	57	63	49	0	0	0	14	32	31
Municipal Affairs	35	36	28	0	0	0	8	9	27
Small Business,Tourism & Culture	61	64	41	0	0	0	23	37	27
Social Development & Economic Security	198	213	169	0	0	0	44	173	40
Transportation and Highways	126	130	94	20	0	0	16	109	21
Womens' Equality	19	19	10	0	0	0	9	11	8
Auditor General	2	2	0	0	0	0	2	0	2
BC Assets & Land Corporation	39	45	33	6	0	0	6	11	34
BC Mental Health Society	55	58.5	48.5	2	3	2	3	24	34.5
BC Pension Corporation	18	23	17	0	0	0	6	16	7
BC Transit Financing Authority	4	6	1	0	0	0	5	3	3
Child Advocate	1	1	0	0	0	0	1	0	1
Elections BC	5	5	0	0	0	0	5	1	4
EAO/LUCO**	18	20	18	0	0	0	2	16	4
Forensic Psychiatric	36	48	21	1	0	12	3	18	30
Forest Practices Board	7	9	2	0	0	0	7	0	9
Forest Renewal BC	6	7	2	0	0	0	5	5	2
Information and Privacy Commissioner	2	2	0	0	0	0	2	2	0
Information, Science & Technology Agency	37	41	34	0	0	0	7	17	24
Intergovernmental Relations	2	2	1	0	0	0	1	1	1
Liquor Distribution Branch	40	42	27	0	0	0	15	17	25
Oak Bay Lodge	6	15	2	0	13	0	0	1	14
Office of the Premier	1	1	0	0	0	0	1	1	0
Ombudsman	1	1	0	0	0	0	1	0	1
Police Complaint Commissioner	2	2	0	0	0	0	2	2	0
Product Sales and Service	13	16	14	2	0	0	0	3	13
Provincial Capital Commission	3	3	3	0	0	0	0	0	3
Public Service Employee Relations Commission	48	55	5	0	0	0	50	32	23
Royal BC Museum	9	9	6	0	0	0	3	2	7
Tillicum & Veterans Care Society	18	20	12	3	4	0	1	3	17
Total	**2,839**	**3,183.5**	**2,159.5**	**157**	**27**	**16**	**783**	**1,718**	**1,465.5**

*Job competition data are based on the Commission's tabloid Postings. / All numbers are approximate / **Environmental Assessment Office/Land Use Coordination Unit



Appendices

Appendix A

Legislation Administered

Public Service Act

The *Public Service Act* was revised in 1993, following recommendations by the Korbin Commission of Inquiry into the Public Service and Public Sector. The Act established the Commission as a new centralized human resource agency responsible for all personnel and labour relations matters in the public service. Under the Act, the Commission has the authority to delegate some or all of these human resources functions to ministries. This gave the Commission new responsibilities such as employment equity, management and executive development, and a new human resource management information system. The Act established a new appeal body, the Public Service Appeal Board, to hear appeals from appointment decisions.

Public Service Labour Relations Act

The *Public Service Labour Relations Act* regulates specific labour relations matters in the provincial government. The Act allows for employees to be included in one of three bargaining units for the purposes of collective bargaining – one for nurses, one for professionals and one for the rest of the public service. The Act covers such things as union certification, master and component agreements, exclusions from bargaining units, and the content of collective agreements.

Public Service Benefit Plan Act

The *Public Service Benefit Plan Act*, 1979, allows the provincial government to provide group benefits and other insurance coverage to employees of ministries, Crown corporations, agencies, boards and commissions. A variety of benefits are included under the act including group life insurance, extended health insurance, dental plan benefits, long-term disability benefits, and coverage under the provincial medical plan. Under the Act, the government may enter into contracts with insurance companies to provide these benefits, appropriate money to fund the coverage, and set regulations regarding the terms of the insurance benefits created under the Act.

Public Service Bonding Act

The *Public Service Bonding Act* was created in 1979 from the consolidation of two acts, the Public Officer's Security Act (1918) and the Custody of Security Act (1940). The Public Service Bonding Act is currently under review to determine its applicability in today's environment.

APPENDIX B

PUBLICATIONS

1995/96 Annual Report Public Service Employee Relations Commission

1996/97, 1997/98 Annual Report Public Service Employee Relations Commission

1998/99 Annual Report Public Service Employee Relations Commission

1999/00 Annual Report Public Service Employee Relations Commission

Discrimination and Harassment (brochure)

Dealing with Complaints of Discrimination and Harassment, A Practical Guide for Managers

Preventing Harassment in the Workplace (booklet)

Protection of Workers from Violence in the Workplace (booklet)

Preventing Workplace Violence, A guide for the B.C. Public Service

Prevention Guidelines for Strain Injuries in the Office Environment (booklet produced jointly with BCGEU)

Employee Benefits Guide

Public Service Benefit Plan Act 22nd Annual Report year ended March 31, 1998 (previous reports available)

Rehabilitation and Returning to Work Following an Injury (brochure)

Employee and Family Assistance Program (brochure)

Ideas Shine – Employee Recognition Program (brochure)

Results & Recognition – Employee Recognition Program (newsletter)

Learning Programs Dates and Locations – Employee Learning Services (guide)

Postings (bi-weekly tabloid of employment opportunities in the B.C. public service)

Standards of Conduct for Public Service Employees (brochure)

Preventing Discrimination and Sexual Harassment in the Workplace

Manager's Guide: Dealing with Complaints of Discrimination and Harassment

Central Agency Review

Purchasing Process and Standards of Conduct in the Public Service

These publications are available at www.gov.bc.ca/pserc

APPENDIX C

GLOSSARY OF TERMS

arbitration – dispute resolution method where an independent, neutral third person is appointed to hear the arguments of all parties and render a binding decision

auxiliary position – position where the work is not of a continuous nature

bargaining unit – a unit of employees deemed appropriate for collective bargaining under legislation

BCGEU – British Columbia Government and Service Employees' Union

BCNU – British Columbia Nurses Union

CHIPS – Corporate Human Resource Information and Payroll System

collective agreement – contract that is the result of collective bargaining

collective bargaining – negotiation of wages and other issues by a bargaining unit

competencies – the characteristics of an individual that underly performance or behaviour at work

competition – a formal assessment of applicants for a vacant position

competition appeal – the formal grievance process provided for an unsuccessful applicant in a competition who believes the principle of merit has not been met

contract review – indentification of contracts for services that can be performed by employees in a more cost-effective manner; one of the gainshare initiatives

ERP – Employee Recognition Program

excluded employees – employees who are excluded from collective bargaining

FTE (Full Time Equivalent) – employment of one person for one full year or equivalent. For example, two half-time employees working for one year would be one FTE

gainsharing – A variable compensation system that measures employee-generated savings and shares them between the employer and the employee based on a predetermined formula

GEHS – Government Employee Health Services

grievance – a complaint from an employee alleging a violation of a collective agreement

in-service – job competitions limited to eligible B.C. government employees

job classification – a hierarchical structure of jobs, usually arranged into classes or pay grades according to some form of job evaluation

job evaluation – a formal process in which management determines the relative value of different jobs within an organization

lateral transfers – movement of an employee from one position to another which does not constitute a demotion or a promotion

LTD – Long-Term Disability Plan is a benefit plan for employees who are unable to work because of illness or injury for longer than seven months

merit – personal assessment based on competency which includes the following factors: education, experience, knowledge, skills, past work performance and continuous service. Patronage is not a factor

out-of-service – job competitions open to the public and B.C. government employees

PEA – Professional Employees' Association

reasonable accommodation – a legal term where an employer must take reasonable measures to accommodate an employee with a special need or disability

regular position – a position where the work is of a continuous full-time or part-time nature

rehab committee – Rehabilitation Committee, the union/management committee that reviews illness and injury cases and recommends rehabilitation plans

severance – an employee is terminated with a notice period or paid an amount of money instead of a notice period

STIIP – Short-Term Illness & Injury Plan is a benefit plan for employees who are unable to work because of illness or injury for less than seven months

UMSCEE – Union Management Steering Committee on Employment Equity

under-represented groups – groups of employees whose representation in the public service or a particular part of the public service is lower than the population as a whole. The provincial government identifies four under-represented groups: women in non-traditional occupations, aboriginal people, visible minorities and persons with disabilities

UPN – Union of Psychiatric Nurses

WCB – Workers' Compensation Board

workforce adjustment – activities involved in finding alternate jobs for employees whose positions are made surplus